



Welcome to the Riviera Hotel & Holiday Apartments

We are delighted to be able to open our Holiday Apartments for self-catering holidays from 12th April and the Hotel from 17th May.

From 12th April, we can offer a pre-order meal service for breakfast and dinner for guests in the Apartments and from 17th May both breakfast and dinner will be available in the Hotel.

We will comply with Government guidelines at all times, whatever they may be, so this protocol will be updated as new guidance becomes available!

How will the Coronavirus Covid-19 restrictions impact your stay?

Our priority remains to keep everyone as safe as possible whilst enabling them to enjoy a break by the seaside. We have reviewed all aspects of our operation, and whilst we know that your experience will be different from our usual service, it is vital we work this way to keep the hotel as safe as possible for everyone in it.

In response to the Rule of 6 law, we will not be taking bookings for any nights before 21st June of more than six people or more than two households in one party.

We must also remind guests that, if they live in an area under extra restrictions, they should follow those restrictions even when staying at the hotel.

For as long as the Government guidance requires, guests (as well as staff) over age 11 should wear face masks when in the internal public areas of the Hotel and Holiday Apartments and we ask guests please to respect this unless you have a valid reason not to do so, such as a medical condition. This includes Reception, the Bar and Restaurant (though obviously they must be removed for eating and drinking), all corridors and lobbies, the Lift, and the Leisure Club.

We are confident you will still have a relaxing break with us and enjoy our friendly hospitality.

Extensive Risk Assessments and health and safety guidelines have been prepared and our team have been fully trained and supplied with the appropriate PPE (Personal Protective Equipment) so that they are ready to welcome you safely for both you and themselves.

We have installed sanitiser gel dispensers at key points at the entrances and in the public areas of the hotel and would kindly ask you to use the hand gel especially before touching lift buttons or handrails and to follow any signage and one-way systems which will be marked on the floor. **Please always remember to keep physical distance from other people and to wash your hands whenever possible.**

All shared surfaces, screens, door handles, bannisters and equipment will be regularly cleaned and sanitised throughout the day and after use.

~Before you arrive~

If you are feeling unwell or have been told to self-isolate, you must stay at home and follow the latest Government advice. Please phone us to postpone your stay.

To avoid queues in Reception, you may be contacted by our Reception team to settle your stay amount in full (if not already pre-paid) and complete pre-arrival information. It is important please that you let us know of any special requirements you may have before you arrive.

We strongly recommend that you download the Government-approved track and tracing app to ensure that we are all alerted to any guests who may pose a risk of spreading Covid-19

~On arrival~

We politely request that, if you are displaying any symptoms of Covid-19, you do not enter the hotel.

We have placed a sanitiser dispenser at the hotel entrances which please use whenever you enter the hotel.

For the safety of other guests and staff, we shall require confirmation on arrival that none of the guests in your booking have been asked to self-isolate, have tested positive for Covid-19 or are experiencing any of its symptoms which are a persistent cough, a high temperature or loss of sense of taste or smell.

Anybody displaying signs of Covid-19 may be asked to leave the premises. We may make temperature checks should this be thought necessary.

In order that we can sanitise, thoroughly clean and service and then seal your bedroom for your safety, we have moved check-in time to 3pm.

When you arrive, only one household/party member should check in at Reception whilst all others in your party should please wait outside until check-in is complete. If possible, please do not arrive early.

Our check-in process has been streamlined to allow for a fast and reduced-contact experience and a Perspex screen has been installed at Reception.

We have put signage throughout the hotel detailing the guidelines which have been implemented to protect you and our teams.

The Reception area has been reconfigured and marked out to ensure social distancing of a minimum of 2 metres, so if there is a queue please comply with these measures.

On check-in you will be given your room key (which should be kept on you at all times during your stay), hotel information, breakfast order forms and you will be asked to book your breakfast timeslot.

Please note that no cash payments will be taken during your stay for any of our services and we will only be accepting credit and debit cards for the foreseeable future.

We would ask that if you need anything during your stay, you contact Reception via telephone/mobile so that contact at the desk is kept to a minimum.

During these times we have been advised against handling your luggage or belongings or showing you around the hotel or to your room. However, we are always happy to help and will ensure we do so with your safety in mind.

If you have any special requirements, please let us know before you arrive so we can make the necessary preparations.

~Public Areas~

We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day.

We have affixed hand sanitising stations throughout the hotel for you to use and we also politely ask that you always use the ones by the door when entering the hotel.

To avoid overcrowding and unnecessary contact we ask that guests use the bathrooms in their bedrooms if possible, though our public area toilets are open and are subject to an extra sanitising regime involving long-lasting anti-virus agents.

Signage has been put in place with guidance on usage of our lifts. We ask that they are only used by elderly or disabled guests.

We will not use air-conditioning during this crisis and will open windows and doors for ventilation wherever practicable.

When walking through the hotel we ask that you please use your discretion and consideration by keeping a physical distance of at least 2 metres between yourself and anyone else. We have put in place floor markings and guidance signage throughout the hotel to assist.

Guests who are accompanied by children are responsible for supervising them at all times and ensuring that they follow social distancing guidelines.

Please note that we are obliged to require guests to abide by the Rule of 6 law and not congregate in groups of more than six people, which includes children and babies.

~Bedrooms~

Every Apartment, guest bedroom and en-suite bathroom will be fully sanitised before each stay and sealed to ensure no contamination occurs prior to your arrival. Our housekeeping teams undergo strict sanitisation prior to starting work and will wear the appropriate PPE during cleaning.

Fabric items such as mattresses, pillows, carpet, chairs, and other furniture are sprayed with an approved sanitising solution, which is effective in killing Covid-19 but is harmless to people. All surfaces and under-surfaces are thoroughly wiped down and cleaned prior to your arrival. Linens are professionally washed on high heat.

If you prefer to bring your own pillows or bedding, please let us know in advance.

All moveable accessories and printed material have been removed from your Apartment, bedroom, and public areas to avoid cross-contamination.

During your stay in the hotel your room will not be serviced, and your bedding and towels will not be changed. If you require fresh towels, please ring Reception for a bag to put them in and new towels will be delivered to your room. If you are staying longer than five days, you may request to have your room sanitised and bedding changed. Should you require this service, rooms will need to be vacant and all personal items including toiletries completely stowed away.

Apartments are fully serviced and sanitised only at the end of each stay.

~Indoor Pool and Spa Bath~

To ensure that we can maintain social distancing, from 12th April till 16th May we are permitting only one household party to use the pool at a time. From 17th May, pool timeslots may be booked by a group of up to six people travelling together or by up to two households travelling together.

Bookings can be made with Reception daily.

If you wish to use the pool during your stay, please bring your own towels. The changing rooms and toilets in the Leisure Club and pool area will be closed.

Gels, creams, and lotions which are not washed off before swimming, damage the water safety measures and may result in closure of the pool for a considerable time so we do request that you shower before using the pool or spa bath.

Please shower and change into your swimming costume in your bedroom before going to the Hotel Reception “swim-ready”, to sign in and be given your entry code to the Leisure Club so that you may arrive at the pool at your pre-booked time.

Touchpoints and shared surfaces in the pool area will be sanitised by our staff but we request that you also use the sanitiser which is available at the entrance to the Leisure Club and at the top and bottom of the stairs to the pool.

Please note that there are no Lifeguards. There is a printed copy of the Terms and Conditions in the lobby of the Leisure Club and please note that by using the Leisure facilities, you acknowledge that you have read and accepted our terms and conditions and agreed to abide by them.

~Spa services and Gym~

The gym will be available for use by one person at a time which must be pre-booked with Reception. Please go to Reception for the entry code for your time slot.

Arcadia Beauty will be open for a wide range of treatments and you can contact them direct on 07783 11570 or you can book online by visiting www.arcadiabeautyspa.co.uk

~Breakfast~

We are not able to offer our usual breakfast buffets, so we will be looking after you by table service.

On arrival at the hotel, you will be able to book a fixed time slot for your breakfast for between 7.30am and 10am Monday to Friday and between 8am and 10.30am on Saturday and Sunday. You will also be given a pre-order sheet to order your breakfasts for the following morning.

Your breakfast orders for each day need to be placed in the box at Reception by 9pm the evening before.

We have extended our dining spaces to ensure all diners are a minimum of 1 metre plus apart. There will also be additional tables in the Bridge Bar and Ballroom.

~ Bridge Bar and Grill Meals~

The Bridge Bar and Grill will be open for drinks from 10am till 11pm and from 6pm – 9pm (last orders) each day we shall offer a seasonally-inspired Bar food menu.

Tables may be booked and all ordering – whether of drinks or food – must be from your table. Please do not approach the Bar counter.

Payment should be made by credit or debit card please as cash cannot be accepted.

~Non-Residents~

For the enhanced safety of our guests, we will not be open to members of the public while the Coronavirus problem exists.

~Check out~

If you have a bill for any Extras, it should be paid as usual at checkout. For amounts under £45 (or higher, if increased by the Government) these can be paid by contactless in Reception.

We regret at this time we cannot offer late check outs or luggage storage.

With all the extra work required for sanitising bedrooms during the Covid 19 crisis, it is particularly important that rooms must be vacated no later than 11am on the day of departure please. Failure to do so by this time incurs significant extra costs so may result in a late check-out charge of £20 per hour. Please leave plenty of time to check out and please do not forget to leave your room key(s) in the box provided at Reception.

If you did not book directly with the hotel and you require a copy of your bill, you will need to supply an email address to the Reception team.

Thank you for choosing to stay with us and thank you in advance for following all guidance.

Please note: To comply with the latest guidelines, we will be constantly reviewing our safety measures. This guide will be continually updated to give you the latest information.

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